



## COMPLAINTS

**If you have a RESIDENTIAL SALES or LETTINGS complaint :**

Please tell us what part of the service or procedure you are unhappy about and what you would like us to do to resolve the matter.

You can do this in writing to the address or email below in the first instance for the attention of:

John Sheppard  
Managing Director  
Diamond Sales & Lettings Hereford Ltd  
18 King Street  
Hereford  
HR4 9BX

TEL: **01432 342882**

EMAIL: [john@diamondlettingshereford.co.uk](mailto:john@diamondlettingshereford.co.uk)

Putting your complaint in writing helps us understand all of your issues and to enable us to investigate them correctly.

We will then make our investigations and you will receive a detailed response within 15 working days. If further time is required, we will notify you in writing.

If we do not hear from you within a further four weeks from the date of our response, we will assume that the matter has addressed and we will close our file.

In the event that our company complaints procedure has been exhausted and you still remain dissatisfied, you should note that our Alternative Dispute Resolution entity for both sales and lettings complaints is:

The Property Ombudsman  
Milford house  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
TEL: 01722 333306  
EMAIL: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
WEB: [www.tpos.co.uk](http://www.tpos.co.uk)

**PLEASE NOTE:**

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.